



ID Unit	1234567
Institution Name	EXAMPLE DI1234567

## 2018 Federal Reserve Payments Study Instructions

FR 3066a  
OMB No. 7100-0351  
Approval expires March 31, 2019

Thank you for participating in the 2018 *Depository and Financial Institutions Payments Survey* (DFIPS). This study provides critical data for understanding the U.S. payments system, and your participation is greatly appreciated. If you have any questions, please feel free to contact us at (000) 000-0000.

### About the survey

The Federal Reserve 2018 DFIPS is a national survey of the largest depository and financial institutions that offer transaction deposit accounts, prepaid card program accounts, and credit card accounts to consumer, business, and government customers. The survey gathers data about noncash payments, ATM cash withdrawals that posted to domestic customer accounts, and unauthorized third-party payment fraud against those customer's accounts that took place during calendar year 2017. Given the significance of your institution, your contribution is needed to provide an accurate representation of key payment trends.

## The Federal Reserve Payments Study



### Survey Period: Calendar Year 2017

Thank you again for participating in the DFIPS. The Federal Reserve 2018 DFIPS includes:

- ▶ Institution's affiliates
- ▶ Institution profile
- ▶ Check payments and returns
- ▶ ACH profile, originations, and receipts
- ▶ Wire transfers originated
- ▶ General-purpose debit cards
- ▶ General-purpose prepaid cards
- ▶ General-purpose credit cards
- ▶ Cash withdrawals
- ▶ Alternative payments

>> Please respond by: Friday, April 20 <<

### Confidentiality

Any information you provide for this survey is strictly confidential. Individual responses to the survey will not be shared with the public or the industry.

### Your participation

Data from your institution will be combined with that of other large institutions to estimate aggregate trends in the reported items. Participants will receive a customized peer report comparing their institution's responses relative to that of their peers. To achieve the most reliable results, it is important that you respond completely and accurately. **If your institution outsourced payments processing to another organization during calendar year 2017**, please request the necessary data from that organization or provide them with the survey so they may respond on behalf of your institution.

### Please leave no data element blank

There are **three possible ways** to respond to a survey item that requests a numeric value:

- 1. Positive Numeric Amount:** If your institution has volume for the item requested and the volume is known or can be accurately estimated, enter the amount. (Enter "0" if the amount equals zero.)
- 2. "0":** If your institution does not have volume for the item requested (i.e., the item requested does not apply to your institution), enter "0".
- 3. "NR":** If your institution has volume for the item requested but the volume is unknown and cannot be accurately estimated, enter "NR" (not reportable). (Do not enter "0" if the volume exists but the amount is unknown.)



### Third-party fraud

This survey includes questions about the volumes of unauthorized third-party fraud that cleared and settled via each payment type. Cleared and settled means that payment instructions passed through the payment system and funds were transferred as a result. The intent is not to measure actual fraud losses, although some of the included fraud would result in losses. The purpose is also not to measure fraud attempts that were prevented before they were cleared and settled, and is not meant to include fraud committed by the account holder or other users authorized to make payments. The purpose is to measure all unauthorized third-party fraud transactions that cleared and settled for which funds subsequently became available to the perpetrator. Please report fraudulent transactions that cleared and settled, for which claims were reported in calendar year 2017 (even if the fraud occurred in the prior year). Please see the Glossary for a detailed explanation.

### Definitions and examples

Definitions and examples can be found in the Glossary section.

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Comments







ID Unit	1234567
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	Data element measured by survey
	Comment box

Checks	2017 Data	Error Flagged	Comments
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**Instructions**

Please include calendar year 2017 data for all questions below, unless otherwise specified. Please review the list of affiliates included in your response at the bottom of this page. To make changes to the list of affiliates that are included/excluded from your response, please review the Affiliates section. For an affiliate, if you can only report its data for some items but not others, or for a general comment, please explain in the comments box at the end of the page. If there are any errors flagged in column S which you believe are incorrect, please note them in the comments box in column Z.

[Affiliates included in response](#)

**Check Payments**

<b>1</b>	<p><b>Did your institution outsource check processing to another organization (i.e., its "processor") during calendar year 2017?</b></p> <p>If your answer is "No," please skip item 1.a below.</p>	<input style="width: 100%; height: 20px;" type="text"/>		
<b>1.a</b>	<p><b>If your answer is "Yes" to item 1 above, are you able to include these volumes in your answers below?</b></p> <p>If your answer is "Yes, in some cases," please explain in the comments box to the right.</p>	<input style="width: 100%; height: 20px;" type="text"/>		
<b>2</b>	<p><b>Are you able to exclude non-check documents from "all checks drawn on your institution" item 5 below?</b></p> <p>All checks drawn on your institution includes checks drawn on your institution for which another institution was the "bank of first deposit," and "on-us" checks for which your institution was the "bank of first deposit." Non-check documents are "other" items processed on check sorters (e.g., batch headers, general ledger tickets, cash-in or cash-out tickets, deposit tickets). If your answer is "Yes, in some cases," please explain in the comments box to the right.</p>	<input style="width: 100%; height: 20px;" type="text"/>		
<b>3</b>	<p><b>Are you able to report checks deposited at one affiliate of your institution but drawn on another affiliate of your institution as "on-us" volume?</b></p> <p>Some institutions call this "on-we" volume, which should be reported entirely under item 5.b below. If your answer is "Yes, for some affiliates", please explain in the comments box to the right.</p>	<input style="width: 100%; height: 20px;" type="text"/>		
<b>4</b>	<p><b>Did your institution process checks for an unaffiliated depository institution as part of a correspondent banking relationship during calendar year 2017?</b></p> <p>As a "correspondent bank," your institution holds balances for an unaffiliated depository institution in a due-to account and performs check clearing services on its behalf. If your answer is "Yes," please report these volumes in item 5.a below.</p>	<input style="width: 100%; height: 20px;" type="text"/>		
<b>5</b>	<p><b>All checks drawn on your institution = 5.a + 5.b</b></p> <ul style="list-style-type: none"> <li>• Include: Inclearings, "on-us" checks deposited by correspondent customers, "on-us" checks for which your institution was the "bank of first deposit," and outgoing returns including "on-us"</li> <li>• Do not include: Non-check documents (e.g., batch headers, general ledger tickets, cash-in or cash-out tickets, or deposit tickets)</li> </ul>	<p>Number</p> <p>Value (\$)</p> <p>Avg Value</p>	<input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/>	
<b>5.a</b>	<p><b>All checks drawn on your institution for which another institution was the "bank of first deposit"</b></p> <ul style="list-style-type: none"> <li>• Include: Inclearings and "on-us" checks deposited by correspondent customers (checks drawn on your institution that your institution received in a deposit from another institution for correspondent processing)</li> </ul>	<p>Number</p> <p>Value (\$)</p> <p>Avg Value</p> <p>% of All checks drawn on your institution (Number)</p>	<input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/>	
<b>5.b</b>	<p><b>All "on-us" checks for which your institution was the "bank of first deposit"</b></p>	<p>Number</p> <p>Value (\$)</p> <p>Avg Value</p> <p>% of All checks drawn on your institution (Number)</p>	<input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/>	





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**Instructions**

The following ACH section is divided into three parts: Profile, Originations, and Receipts & Outgoing Returns. The section is divided as follows:

- ▶ The Profile section will ask questions about "if" and "how" your institution processed/originated ACH payments in calendar year 2017
- ▶ The Origination section will ask questions about any payments volume that your institution originated in calendar year 2017
- ▶ The Receipts & Outgoing Returns section will ask questions about any payments volume that your institution received and outgoing debit return entries that your institution originated in calendar year 2017

**Definitions:**

- ▶ Originating Depository Financial Institution (ODFI): The Originating Depository Financial Institution (ODFI) is the financial institution that initiates and warrants electronic payments through the ACH network (or on-us) on behalf of its customers
- ▶ Receiving Depository Financial Institution (RDFI): The Receiving Depository Financial Institution (RDFI) is the financial institution that provides depository account services to individuals and organizations and accepts and posts electronic entries to those accounts
- ▶ Network ACH entries: A network ACH entry is one that is cleared through a network operator (i.e., the Federal Reserve or EPN). Please consider all network ACH entries, including those for which you are both the ODFI and RDFI (i.e., network on-us ACH entries), and volume sent or received by a correspondent bank on behalf of your institution via a network operator
- ▶ In-house on-us ACH entries: An in-house on-us ACH entry is one for which you are both the ODFI and the RDFI without the use of a network operator (i.e., the Federal Reserve or EPN), for clearing or settlement. In-house on-us entries result in the movement of funds from one account to another within your institution
- ▶ Direct exchange ACH entries: A direct exchange ACH entry is one that is exchanged directly between your institution and another. Some institutions call these "direct send" entries. Direct exchange does not include volume sent or received by a correspondent bank on behalf of your institution. Correspondent volume should be included with Network ACH entries
- ▶ Offset entries: An offset ACH entry is an on-us entry used to effect settlement by an ODFI. For example, when acting as ODFI for one hundred credit entries for \$1,000 each for a corporate accountholder, an ODFI might originate a single \$100,000 debit entry to draw funds from the originator's funding account
- ▶ Balanced files: Balanced files contain offsetting entries that automatically credit or debit the customer's Demand Deposit Account (DDA) for the debit and/or credit transactions on the file. The debit and credit offset entries should equal the value of the credit and debit originated entries respectively in the received file from the accountholder
- ▶ Unbalanced files: Unbalanced files do not have an offsetting entry that automatically credits or debits the customer's DDA for the debit and/or credit originated. After receiving the file from the accountholder, the ODFI will then originate the offset entries to balance the file. Most institutions prefer to receive unbalanced files

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If there are any errors flagged in column S which you believe are incorrect, please note them in the comments box in column Z.

[Affiliates included in response](#)

**ACH Profile**

<b>1</b>	<p><b>Did your institution post transactions from other payment instruments to your Demand Deposit Account (DDA) system using your ACH platform during calendar year 2017?</b></p> <p>If your answer is "Yes," please do not include these transactions in the items below. Rather than maintaining an interface between your institution's DDA system and a particular transaction processing system (e.g., signature-based debit card or wire transfer), your institution creates a separate ACH entry to post each of those non-ACH transactions.</p>	<input style="width: 80%; height: 20px;" type="text"/>	
<b>2</b>	<p><b>Did your institution originate forward ACH credits (not including returns or offset entries) during calendar year 2017?</b></p> <p>If your answer is "No," please report "No" for item 5 below, and report "0" for items 6 and its subsets, 7 and its subsets, and item 8 and its subsets below.</p>	<input style="width: 80%; height: 20px;" type="text"/>	
<b>3</b>	<p><b>Did your institution originate forward ACH debits (not including returns or offset entries) during calendar year 2017?</b></p> <p>If your answer is "No," please report "0" for item 9.b below (If you do not originate debit entries, then you will not receive on-us entries).</p>	<input style="width: 80%; height: 20px;" type="text"/>	



**4** Did your institution originate offset ACH debit or offset ACH credit entries during calendar year 2017?

If your answer is "No," please skip items 4.a, 4.b, 4.b.1, 4.c, and 4.c.1 below.

**4.a** If your answer is "Yes" to item 4 above, please exclude offset volumes from your answers below. Please indicate if you are able to exclude offset ACH volumes below. **Important:** Even if you are not able to exclude all offset volumes, please report the number and value of your institution's forward ACH entries for items 6, 7, 9, 10 and their subsets and let us know in the comments box to the right where your institution reported its offsets (e.g., network credits originated, in-house on-us credits originated). If your institution can exclude offset entries from unbalanced files but not from balanced files, please select the second option in the drop down menu.

**4.b** If your answer is "Yes" to item 4 above, how many balanced files did your institution process from business/government accountholders during calendar year 2017?

**4.b.1** If you are unable to answer item 4.b above, please provide the estimated percentage of the total settlement files that ACH balanced files constituted during calendar year 2017.

**4.c** If your answer is "Yes" to item 4 above, how many unbalanced files did your institution process from business/government accountholders during calendar year 2017?

**4.c.1** If you are unable to answer item 4.c above, please provide the estimated percentage of the total settlement files that ACH unbalanced files constituted during calendar year 2017.

**5** Did your institution offer same-day settlement of ACH credits originations during calendar year 2017?

The effective date for same-day settlement of credits was September 23, 2016.  
If your answer is "No," please report "0" for items 7.a and 8.a below.

**ACH Originations**

**6** Total forward ACH credit entries your institution originated = 6.a + 6.b + 6.c (ODFI Credits). Do not include any returns or offset entries.

• Include: Network, in-house on-us, and direct exchange forward ACH credit entries originated.

**6.a** **Network ACH credit entries originated**

• Include: Network non-offset transactions through the Federal Reserve or EPN.

**6.b** **In-house on-us ACH credit entries originated**

This is the same as in-house on-us ACH credits received.

**6.c** **Direct exchange ACH credit entries originated**



<p><b>7</b> Total forward ACH credit entries your institution originated (repeat item 6) = 7.a + 7.b (ODFI Credits). Do not include any returns or offset entries</p> <p>• Include: Network, in-house on-us, and direct exchange forward ACH credit entries originated</p>	<p>Number Value (\$) Avg Value</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				
<p><b>7.a</b> Same-day settlement</p>	<p>Number Value (\$) Avg Value % of Total forward ACH credits originated (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				
<p><b>7.b</b> Non-same-day settlement</p>	<p>Number Value (\$) Avg Value % of Total forward ACH credits originated (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				

<p><b>8</b> Third-party fraudulent forward ACH credit entries your institution originated = 8.a + 8.b</p> <p>• Include: Only third-party fraudulent cleared &amp; settled ACH credit transactions originated, for which your institution was the ODFI, which resulted in a transfer of funds to the RDFI. This would typically be fraudulent payments resulting from an account takeover by an unauthorized third party. If the fraudulent transaction is on-us, cleared &amp; settled means that funds were made available to the receiving accountholder. Please include all third-party fraudulent ACH transactions regardless of whether or not the funds were subsequently recovered by your institution's accountholders</p> <p>• Do not include: ACH fraud attempts that were prevented before funds were made available to the RDFI, returns solely for reason codes R05, R07, R10, R29, or R51 (i.e., verify with your fraud department that the unauthorized transaction was actual fraud and that the transaction settled with the RDFI), or fraud committed by your institution's accountholders (first-party fraud)</p>	<p>Number Value (\$) Avg Value Forward ACH credits originated third-party fraud rate (Number) Forward ACH credits originated third-party fraud rate (Value)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>						
<p><b>8.a</b> Same-day settlement</p>	<p>Number Value (\$) Avg Value Same-day settlement forward ACH credits originated third-party fraud rate (Number) Same-day settlement forward ACH credits originated third-party fraud rate (Value)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>						
<p><b>8.b</b> Non-same-day settlement</p>	<p>Number Value (\$) Avg Value Non-same-day settlement forward ACH credits originated third-party fraud rate (Number) Non-same-day settlement forward ACH credits originated third-party fraud rate (Value)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>						

**ACH Receipts & Outgoing Returns**

<p><b>9</b> Total forward ACH debit entries your institution received = 9.a + 9.b + 9.c (RDFI Debits). Do not include any returns or offset entries</p> <p>• Include: Network, in-house on-us, and direct exchange forward ACH debit entries received</p>	<p>Number Value (\$) Avg Value</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				
<p><b>9.a</b> Network ACH debit entries received</p> <p>• Include: Network non-offset transactions through the Federal Reserve or EPN</p>	<p>Number Value (\$) Avg Value % of Total forward ACH debits received (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				
<p><b>9.b</b> In-house on-us ACH debit entries received</p> <p>This is the same as in-house on-us ACH debits originated.</p>	<p>Number Value (\$) Avg Value % of Total forward ACH debits received (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				
<p><b>9.c</b> Direct exchange ACH debit entries received</p>	<p>Number Value (\$) Avg Value % of Total forward ACH debits received (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				



<p><b>10</b> Total forward ACH debit entries your institution received (repeat item 9) = 10.a + 10.b (RDFI Debits). Do not include any returns or offset entries</p> <p>• Include: Network, in-house on-us, and direct exchange forward ACH debit entries received</p>	<p>Number Value (\$) Avg Value</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				<div style="border: 1px solid black; height: 148px;"></div>		
<p><b>10.a</b> <u>Same-day settlement</u> The effective date for same-day settlement of debits was September 15, 2017. However, some institutions may have used proprietary systems prior to this date.</p>	<p>Number Value (\$) Avg Value % of Total forward ACH debits received (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>						
<p><b>10.b</b> <u>Non-same-day settlement</u></p>	<p>Number Value (\$) Avg Value % of Total forward ACH debits received (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>						
<p><b>11</b> <u>ACH outgoing debit returns (i.e., debit return entries your institution originated including “on-us” debit returns)</u> These are forward ACH debit entries your institution received and were subsequently returned by your institution, the Receiving Depository Financial Institution (RDFI).</p>	<p>Number Value (\$) Avg Value Outgoing debit returns rate (Number) Outgoing debit returns rate (Value)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>						<div style="border: 1px solid black; height: 50px;"></div>
<p><b>12</b> <u>Third-party fraudulent forward ACH debit entries your institution received</u> • Include: Only third-party fraudulent cleared &amp; settled ACH debit transactions received, for which your institution was the RDFI, which resulted in a transfer of funds to the ODFI. If the fraudulent transaction is on-us, cleared &amp; settled means funds were made available to the originating accountholder. Please include all third-party fraudulent ACH transaction regardless of whether or not the funds were subsequently recovered by your institution’s accountholders • Do not include: ACH fraud attempts that were prevented before funds were made available to the ODFI, returns solely for reason codes R05, R07, R10, R29, or R51 (i.e., verify with your fraud department that the unauthorized transaction was actual fraud and that the transaction settled with the ODFI), or fraud committed by your institution’s accountholders (first-party fraud)</p>	<p>Number Value (\$) Avg Value Forward ACH debits received third-party fraud rate (Number) Forward ACH debits received third-party fraud rate (Value)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>						<div style="border: 1px solid black; height: 300px;"></div>
<p><b>12.a</b> <u>Same-day settlement</u> The effective date for same-day settlement of debits was September 15, 2017. However, some institutions may have used proprietary systems prior to this date.</p>	<p>Number Value (\$) Avg Value Same-day settlement forward ACH debits received third-party fraud rate (Number) Same-day settlement forward ACH debits received third-party fraud rate (Value)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>						
<p><b>12.b</b> <u>Non-same-day settlement</u></p>	<p>Number Value (\$) Avg Value Non-same-day settlement forward ACH debits received third-party fraud rate (Number) Non-same-day settlement forward ACH debits received third-party fraud rate (Value)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>						
<p>Comments</p> <div style="border: 1px solid black; height: 86px;"></div>								





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Wire Transfers	2017 Data	Error Flagged	Comments
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[Affiliates included in response](#)

**Wire Transfers Originated (Outgoing)**

<b>1</b>	<p><b>Did your institution originate wires on behalf of an unaffiliated depository institution during calendar year 2017 (i.e., correspondent volume)?</b></p> <p>If your answer is "No," please skip item 1.a below.</p>	<input style="width: 100%;" type="text"/>		
<b>1.a</b>	<p><b>If your answer is "Yes" to item 1 above, are you able to <u>exclude</u> these volumes from your answers below?</b></p> <p>If your answer is "Yes, in some cases," please explain in the comments box to the right.</p>	<input style="width: 100%;" type="text"/>		
<b>2</b>	<p><b>Did an unaffiliated depository institution originate wires on behalf of your institution during calendar year 2017?</b></p> <p>If your answer is "No," please skip item 2.a below.</p>	<input style="width: 100%;" type="text"/>		
<b>2.a</b>	<p><b>If your answer is "Yes" to item 2 above, are you able to <u>include</u> these volumes in your answers below?</b></p> <p>If your answer is "Yes, in some cases," please explain in the comments box to the right.</p>	<input style="width: 100%;" type="text"/>		
<b>3</b>	<p><b>Total wire transfer originations (outgoing) = 3.a + 3.b</b></p> <ul style="list-style-type: none"> <li>• Include: All wire transfers originated by your institution's U.S. domiciled accountholders with either a domestic or foreign beneficiary. Funds transfers originated using the large-value systems (i.e., Fedwire and CHIPS). Payments that your institution's accountholders submitted and settled through these systems directly or through a correspondent. Book transfers (i.e., internal transfers using your institution's wire platform)</li> <li>• Do not include: Wire transfers your institution originated on behalf of an unaffiliated depository institution (i.e., correspondent volume)</li> </ul>	<p>Number</p> <p>Value (\$)</p> <p>Avg Value</p>	<input style="width: 100%;" type="text"/> <input style="width: 100%;" type="text"/> <input style="width: 100%;" type="text"/>	
<b>3.a</b>	<p><b>Sent through a network (e.g., Fedwire or CHIPS) or a correspondent bank</b></p>	<p>Number</p> <p>Value (\$)</p> <p>Avg Value</p> <p>% of Total wire transfer originations (Number)</p>	<input style="width: 100%;" type="text"/> <input style="width: 100%;" type="text"/> <input style="width: 100%;" type="text"/> <input style="width: 100%;" type="text"/>	
<b>3.b</b>	<p><b>Book transfers (i.e., internal transfers using your institution's wire platform)</b></p>	<p>Number</p> <p>Value (\$)</p> <p>Avg Value</p> <p>% of Total wire transfer originations (Number)</p>	<input style="width: 100%;" type="text"/> <input style="width: 100%;" type="text"/> <input style="width: 100%;" type="text"/> <input style="width: 100%;" type="text"/>	





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Debit	2017 Data	Error Flagged	Comments
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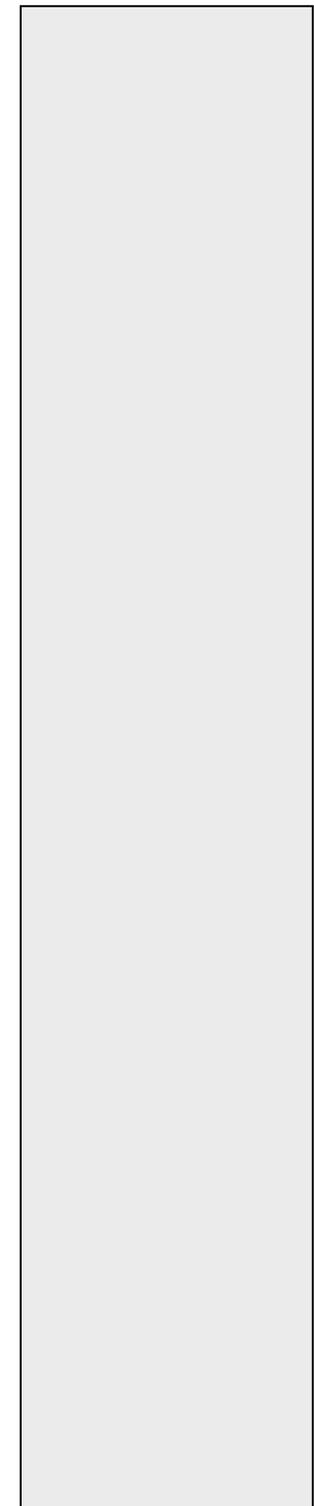
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[Affiliates included in response](#)

**General-Purpose Debit Cards**

<b>1</b>	<p><b>Did your institution have general-purpose debit cards in circulation in 2017 for which your institution was the issuer?</b></p> <p>Cards issued by your institution or managed by a third-party for which your institution was the issuer and that route transactions over a debit card network.</p> <ul style="list-style-type: none"> <li>• Include: Debit cards and ATM cards (not including prepaid cards) that can be used to make purchases at the point of sale</li> <li>• Do not include: ATM-only cards that cannot be used to make purchases at the point of sale, credit cards, or prepaid cards such as government-administered general-purpose prepaid cards, gift cards, FSA/HSA medical cards, customer refund and incentive cards, or payroll prepaid cards</li> </ul> <p>If your answer is "No," please report "0" for the remainder of the Debit section.</p>	<input style="width: 100%; height: 20px;" type="text"/>		
<b>1.a</b>	<p><b>If your answer is "Yes" to item 1 above, are you able to exclude prepaid card transactions volumes from your answers below?</b></p> <p>General-purpose prepaid and payroll card transactions should only be included in the volumes reported in the Prepaid section of the questionnaire. If your answer is "No," please report NR for any questions in which your institution can only report combined debit and prepaid transactions. If your answer is "Yes, in some cases," please explain in the comments box to the right.</p>	<input style="width: 100%; height: 20px;" type="text"/>		
<b>2</b>	<p><b>Total general-purpose debit card transactions = 2.a + 2.b</b></p> <ul style="list-style-type: none"> <li>• Include: All transactions over any debit card network for which your institution was the issuer. All point-of-sale (POS) or bill pay transactions made by debit cards processed over either signature payment card networks or PIN payment card networks (including cash-back at the point of sale)</li> <li>• Do not include: ATM withdrawals, credit card, or prepaid card transactions</li> </ul>	Number Value (\$) Avg Value	<input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/>	
<b>2.a</b>	<p><b>Transactions from consumer accounts</b></p>	Number Value (\$) Avg Value % of Total general-purpose debit card transactions (Number)	<input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/>	
<b>2.b</b>	<p><b>Transactions from business/government accounts</b></p>	Number Value (\$) Avg Value % of Total general-purpose debit card transactions (Number)	<input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/>	



<p><b>3 Total general-purpose debit card transactions (repeat item 2) = 3.a + 3.b</b></p> <ul style="list-style-type: none"> <li>• Include: All transactions over any debit card network for which your institution was the issuer. All point-of-sale (POS) or bill pay transactions made by debit cards processed over either signature payment card networks or PIN payment card networks (including cash-back at the point of sale)</li> <li>• Do not include: ATM withdrawals, credit card, or prepaid card transactions</li> </ul>	<p>Number Value (\$) Avg Value</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				
<p><b>3.a In-person transactions = 3.a.1 + 3.a.2 + 3.a.3 + 3.a.4 + 3.a.5</b></p> <ul style="list-style-type: none"> <li>• Include: General-purpose debit card transactions for which the card user is present, including card-present transactions and mobile transactions at the point of sale. Also include card-not-present transactions for which the card user is present at the point of sale (e.g., key-entered transactions)</li> <li>• Do not include: Remote transactions classified as card-present solely because of the level of authentication</li> </ul>	<p>Number Value (\$) Avg Value % of Total general-purpose debit card transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				
<p><b>3.a.1 Digital Wallet authentication (i.e., NFC, MST, QR code, and barcode transactions)</b></p> <ul style="list-style-type: none"> <li>• Include: General-purpose debit card transactions for which an electronic device, such as a smartphone, smart watch, or activity tracker, was "tapped" to pay at the POS terminal (e.g., Apple Pay, Samsung Pay, Android Pay, Chase Pay, Fitbit Pay, Masterpass)</li> </ul>	<p>Number Value (\$) Avg Value % of Total general-purpose debit card in-person transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				
<p><b>3.a.2 Contactless card authentication ("tap and pay" physical card, fob, or sticker on POS) (e.g., MasterCard Tap &amp; Go®, Visa payWave)</b></p> <ul style="list-style-type: none"> <li>• Include: General-purpose debit card transactions for which a physical card, fob, or sticker was "tapped" to pay at the POS terminal</li> </ul>	<p>Number Value (\$) Avg Value % of Total general-purpose debit card in-person transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				
<p><b>3.a.3 EMV chip card authentication (card dipped in POS)</b></p>	<p>Number Value (\$) Avg Value % of Total general-purpose debit card in-person transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				
<p><b>3.a.4 Magnetic stripe authentication (transmitted track data from card)</b></p>	<p>Number Value (\$) Avg Value % of Total general-purpose debit card in-person transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				
<p><b>3.a.5 Other authentication (e.g., key-entered transaction, manual imprint)</b></p>	<p>Number Value (\$) Avg Value % of Total general-purpose debit card in-person transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				
<p><b>3.b Remote transactions = 3.b.1 + 3.b.2 + 3.b.3</b></p> <ul style="list-style-type: none"> <li>• Include: Transactions for which the card user is NOT physically present, including mail-order transactions, telephone-order transactions, internet transactions, and any remote transactions classified as card-present solely because of the level of authentication</li> </ul>	<p>Number Value (\$) Avg Value % of Total general-purpose debit card transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				
<p><b>3.b.1 Digital Wallet authentication (i.e., in-app or browser transactions)</b></p>	<p>Number Value (\$) Avg Value % of Total general-purpose debit card remote transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				
<p><b>3.b.2 Manually entered online authentication (e.g., e-commerce, recurring sales)</b></p>	<p>Number Value (\$) Avg Value % of Total general-purpose debit card remote transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				



3.b.3	<b>Other authentication (e.g., phone order, mail order)</b>	Number Value (\$)	<input type="text"/> <input type="text"/>		
		Avg Value % of Total general-purpose debit card remote transactions (Number)	<input type="text"/> <input type="text"/>		
4	<b>Total general-purpose debit card transactions (repeat item 2) = 4.a + 4.b</b>	Number Value (\$)	<input type="text"/> <input type="text"/>		
	<ul style="list-style-type: none"> <li>Include: All transactions over any debit card network for which your institution was the issuer. All point-of-sale (POS) or bill pay transactions made by debit cards processed over either signature payment card networks or PIN payment card networks (including cash-back at the point of sale)</li> <li>Do not include: ATM withdrawals, credit card, or prepaid card transactions</li> </ul>	Avg Value	<input type="text"/>		
4.a	<b>Digital wallet (mobile) transactions</b>	Number Value (\$)	<input type="text"/> <input type="text"/>		
	Please report all general-purpose debit card transactions made via a digital wallet (e.g., Apple Pay, Android Pay, Samsung Pay, PayPal Mobile). This can include purchasing items on-line with a computer or using a smartphone to purchase something at a store or in-app.	Avg Value % of Total general-purpose debit card transactions (Number)	<input type="text"/> <input type="text"/>		
4.a	<ul style="list-style-type: none"> <li>Include: Digital wallet NFC (near field communication) transactions, MST (magnetic secure transmission) transactions, QR code transactions, barcode transactions, in-app transactions, or browser transactions</li> </ul>				
4.b	<b>Non-digital wallet transactions</b>	Number Value (\$)	<input type="text"/> <input type="text"/>		
	<ul style="list-style-type: none"> <li>Include: All transactions made with a general-purpose debit card not via a digital wallet</li> </ul>	Avg Value % of Total general-purpose debit card transactions (Number)	<input type="text"/> <input type="text"/>		
5	<b>Total general-purpose debit card transactions (repeat item 2) = 5.a + 5.b + 5.c + 5.d</b>	Number Value (\$)	<input type="text"/> <input type="text"/>		
	<ul style="list-style-type: none"> <li>Include: All transactions over any debit card network for which your institution was the issuer. All point-of-sale (POS) or bill pay transactions made by debit cards processed over either signature payment card networks or PIN payment card networks (including cash-back at the point of sale)</li> <li>Do not include: ATM withdrawals, credit card, or prepaid card transactions</li> </ul>	Avg Value	<input type="text"/>		
5.a	<b>PIN authentication</b>	Number Value (\$)	<input type="text"/> <input type="text"/>		
	<ul style="list-style-type: none"> <li>Include: All general-purpose debit card transactions that were processed over a PIN (single-message) payment card network</li> </ul>	Avg Value % of Total general-purpose debit card transactions (Number)	<input type="text"/> <input type="text"/>		
5.b	<b>Zip-code authentication</b>	Number Value (\$)	<input type="text"/> <input type="text"/>		
	<ul style="list-style-type: none"> <li>Include: All general-purpose debit card transactions that were authorized with a zip-code over the payment card network</li> </ul>	Avg Value % of Total general-purpose debit card transactions (Number)	<input type="text"/> <input type="text"/>		
5.c	<b>Card Identification Number (CID) authentication</b>	Number Value (\$)	<input type="text"/> <input type="text"/>		
	<ul style="list-style-type: none"> <li>Include: All general-purpose debit card transactions that were authorized utilizing CVV or CVV2 (Card Verification Value Code), CSC (Card Security Code), CVC or CVC2 (Card Verification Code), or CID (Card Identification Number). These are the 3-digit code or 4-digit code printed in the back or front of the debit card</li> </ul>	Avg Value % of Total general-purpose debit card transactions (Number)	<input type="text"/> <input type="text"/>		
5.d	<b>Other authentication</b>	Number Value (\$)	<input type="text"/> <input type="text"/>		
	<ul style="list-style-type: none"> <li>Include: All general-purpose debit card transactions not authorized via PIN, zip-code, or CID</li> </ul>	Avg Value % of Total general-purpose debit card transactions (Number)	<input type="text"/> <input type="text"/>		
6	<b>Total general-purpose debit card cash-back at the point of sale</b>	Number Value (\$)	<input type="text"/> <input type="text"/>		
	Please report only the cash value (\$) portion of the cash-back transaction (e.g., if a customer paid for \$100 in goods at the point of sale using a debit card and asked for \$20 in cash back, please report one transaction for Number and \$20 for Value in item 6).	Avg Value % of Total general-purpose debit card transactions	<input type="text"/> <input type="text"/>		
	<ul style="list-style-type: none"> <li>Include: Cash-back transactions at the point of sale</li> <li>Do not include: ATM withdrawals, credit card transactions, or the amount paid for goods and services</li> </ul>				



**I**

**Third-party fraudulent general-purpose debit card transactions = 7.a + 7.b**

- Include: Only general-purpose debit card transactions that were not authorized by your institution's accountholders (third-party fraud) before any recoveries or chargebacks. Please include all third-party fraudulent debit card transactions regardless of whether or not the transaction resulted in a loss of funds
- Do not include: Fraud prevented by declining a transaction or fraud committed by your institution's accountholders (first-party fraud)

Number	
Value (\$)	
Avg Value	
Debit transactions fraud rate (Number)	
Debit transactions fraud rate (Value)	

**7.a**

**In-person transactions = 7.a.1 + 7.a.2 + 7.a.3 + 7.a.4 + 7.a.5**

Only third-party fraudulent general-purpose debit card transactions for which the card user was physically present along with the card at the point of sale, including POS transactions, NFC transactions, MST transactions, manually entered transactions, RFID transactions, QR code transactions, or barcode transactions.

Number	
Value (\$)	
Avg Value	
In-person general-purpose debit card transactions fraud rate (Number)	
In-person general-purpose debit card transactions fraud rate (Value)	

**7.a.1**

**Digital Wallet authentication (i.e., NFC, MST, QR code, and barcode transactions)**

- Include: Third-party fraudulent transactions for which an electronic device, such as a smartphone, smart watch, or activity tracker, was "tapped" to pay at the POS terminal (e.g., Apple Pay, Samsung Pay, Android Pay, Chase Pay, Fitbit Pay, Masterpass)

Number	
Value (\$)	
Avg Value	
Digital Wallet auth general-purpose debit card transactions fraud rate (Number)	
Digital Wallet auth general-purpose debit card transactions fraud rate (Value)	

**7.a.2**

**Contactless card authentication ("tap and pay" physical card, fob, or sticker on POS) (e.g., MasterCard Tap & Go®, Visa payWave)**

- Include: Third-party fraudulent transactions for which a physical card, fob, or sticker was "tapped" to pay at the POS terminal

Number	
Value (\$)	
Avg Value	
Contactless card auth general-purpose debit card transactions fraud rate (Number)	
Contactless card auth general-purpose debit card transactions fraud rate (Value)	

**7.a.3**

**EMV chip card authentication (card dipped in POS)**

Number	
Value (\$)	
Avg Value	
EMV (chip card) auth general-purpose debit card transactions fraud rate (Number)	
EMV (chip card) auth general-purpose debit card transactions fraud rate (Value)	

**7.a.4**

**Magnetic stripe authentication (transmitted track data from card)**

Number	
Value (\$)	
Avg Value	
Magnetic stripe auth general-purpose debit card transactions fraud rate (Number)	
Magnetic stripe auth general-purpose debit card transactions fraud rate (Value)	

**7.a.5**

**Other authentication (e.g., key-entered transaction, manual imprint)**

Number	
Value (\$)	
Avg Value	
Other auth general-purpose debit card transactions fraud rate (Number)	
Other auth general-purpose debit card transactions fraud rate (Value)	

**7.b**

**Remote transactions = 7.b.1 + 7.b.2 + 7.b.3**

Only third-party fraudulent general-purpose debit card transactions for which the card user did not physically present the card to authorize the transaction, including mail-order transactions, telephone-order transactions, internet transactions, in-app transactions, or digital-wallet in-app transactions.

Number	
Value (\$)	
Avg Value	
Remote general-purpose debit card transactions fraud rate (Number)	
Remote general-purpose debit card transactions fraud rate (Value)	





[7.b.1](#)

**Digital Wallet authentication (i.e., in-app or browser transactions)**

Number  
Value (\$)  
Avg Value  
Digital Wallet remote auth general-purpose debit card transactions fraud rate (Number)  
Digital Wallet remote auth general-purpose debit card transactions fraud rate (Value)


[7.b.2](#)

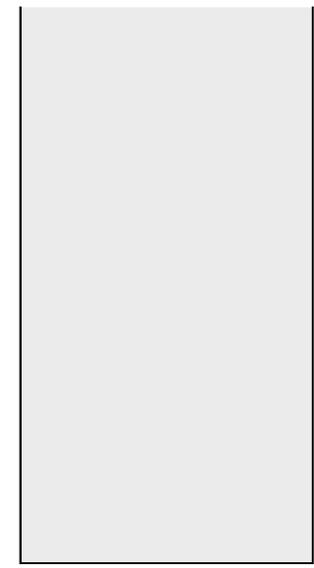
**Manually entered online authentication (e.g., e-commerce, recurring sales)**

Number  
Value (\$)  
Avg Value  
Manual online auth general-purpose debit card transactions fraud rate (Number)  
Manual online auth general-purpose debit card transactions fraud rate (Value)


[7.b.3](#)

**Other authentication (e.g., phone order, mail order)**

Number  
Value (\$)  
Avg Value  
Other remote auth general-purpose debit card transactions fraud rate (Number)  
Other remote auth general-purpose debit card transactions fraud rate (Value)

[8](#)

**Third-party fraudulent general-purpose debit card transactions (repeat item 7) = 8.a + 8.b**

- Include: Only general-purpose debit card transactions that were not authorized by your institution's accountholders (third-party fraud) before any recoveries or chargebacks. Please include all third-party fraudulent debit card transactions regardless of whether or not the transaction resulted in a loss of funds
- Do not include: Fraud prevented by declining a transaction or fraud committed by your institution's accountholders (first-party fraud)

Number  
Value (\$)  
Avg Value  
Debit transactions fraud rate (Number)  
Debit transactions fraud rate (Value)


[8.a](#)

**Digital wallet (mobile) transactions**

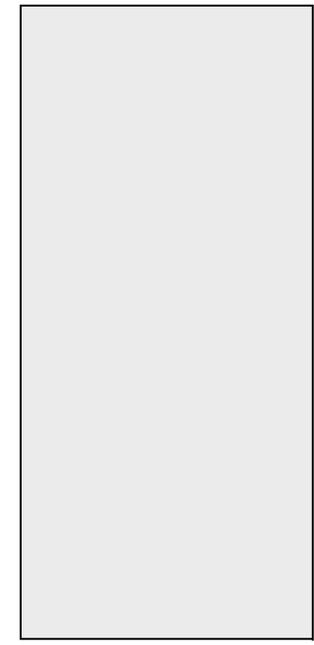
Only third-party fraudulent general-purpose debit card transactions made via a digital wallet (e.g., Apple Pay, Android Pay, Samsung Pay, PayPal Mobile). This can include purchasing items online with a computer, using a smartphone to purchase something at a store (NFC, MST, QR code, and barcode transactions), or in-app.

Number  
Value (\$)  
Avg Value  
Digital wallet general-purpose debit card transactions fraud rate (Number)  
Digital wallet general-purpose debit card transactions fraud rate (Value)


[8.b](#)

**Non-digital wallet transactions**

Number  
Value (\$)  
Avg Value  
Non-digital wallet general-purpose debit card transactions fraud rate (Number)  
Non-digital wallet general-purpose debit card transactions fraud rate (Value)

[9](#)

**Third-party fraudulent general-purpose debit card transactions (repeat item 7) = 9.a + 9.b + 9.c + 9.d**

- Include: Only general-purpose debit card transactions that were not authorized by your institution's accountholders (third-party fraud) before any recoveries or chargebacks. Please include all third-party fraudulent debit card transactions regardless of whether or not the transaction resulted in a loss of funds
- Do not include: Fraud prevented by declining a transaction or fraud committed by your institution's accountholders (first-party fraud)

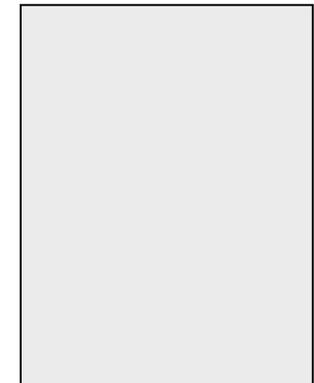
Number  
Value (\$)  
Avg Value  
Debit transactions fraud rate (Number)  
Debit transactions fraud rate (Value)


[9.a](#)

**PIN authentication**

- Include: Only third-party fraudulent general-purpose debit card transactions that were processed over a PIN (single-message) payment card network

Number  
Value (\$)  
Avg Value  
PIN authentication general-purpose debit card transaction fraud rate (Number)  
PIN authentication general-purpose debit card transaction fraud rate (Value)





ID Unit	1234567
Institution Name	EXAMPLE DH1234567

	Data element measured by survey
	Comment box
	Repeated data element. Prepopulated from an earlier question

Prepaid	2017 Data	Error Flagged	Comments
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**Instructions**  
 Throughout the Prepaid section, General-Purpose Prepaid Cards is defined to include general-purpose reloadable cards, general-purpose non-reloadable cards, and payroll prepaid cards. General-Purpose Prepaid Cards excludes debit cards, ATM or ATM-only cards, or closed-loop prepaid cards.

Please include calendar year 2017 data for all questions below, unless otherwise specified.  
 Please review the list of affiliates included in your response at the bottom of this page. To make changes to the list of affiliates that are included/excluded from your response, please review the Affiliates section.  
 For an affiliate, if you can only report its data for some items but not others, or for a general comment, please explain in the comments box at the end of the page.  
 If there are any errors flagged in column S which you believe are incorrect, please note them in the comments box in column Z.

[Affiliates included in response](#)

**General-Purpose Prepaid Cards**

<b>1</b>	<p><b>Did your institution offer its customers general-purpose prepaid cards issued by another financial institution during calendar year 2017?</b>          General-purpose prepaid cards include but are not limited to: payroll prepaid cards, open-loop gift cards, government-administered open-loop prepaid cards, FSA/HSA medical cards, and customer refund and incentive cards.          If your answer is "Yes," please do not include these cards (or associated transactions) in your answers below.</p>	<input style="width: 100%; height: 20px;" type="text"/>			
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<b>2</b>	<p><b>Did your institution have general-purpose prepaid cards in circulation in 2017 for which your institution was the issuer?</b>          Cards issued for prepaid card programs managed by your institution or managed by a third party for which your institution was the issuer and that route transactions over a debit card network.          • Include: General-purpose reloadable prepaid cards, general-purpose non-reloadable prepaid cards, payroll prepaid cards, government-administered general-purpose open-loop prepaid cards, open-loop gift cards, FSA/HSA medical cards, and customer refund and incentive cards          • Do not include: Debit cards, ATM or ATM-only cards, credit cards, or closed-loop prepaid cards (i.e., prepaid cards that don't route transactions over a debit card network)           If your answer is "No," please report "0" for the remainder of the Prepaid section.</p>	<input style="width: 100%; height: 20px;" type="text"/>			
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<b>3</b>	<p><b>General-purpose prepaid card program accounts</b>          Please report the average of the end-of-month totals for 2017.</p>	Number of accounts <input style="width: 100%; height: 15px;" type="text"/> Funds outstanding <input style="width: 100%; height: 15px;" type="text"/> Avg funds outstanding per total acct <input style="width: 100%; height: 15px;" type="text"/>			
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<b>4</b>	<p><b>Total general-purpose prepaid card transactions = 4.a + 4.b</b>          • Include: All general-purpose prepaid card transactions over any prepaid card network for which your institution was the issuer. All point-of-sale (POS) or bill pay transactions made by prepaid cards processed over either signature payment card networks or PIN payment card networks (including cash-back at the point of sale)          • Do not include: ATM withdrawals, credit card, or debit card transactions</p>	Number <input style="width: 100%; height: 15px;" type="text"/> Value (\$) <input style="width: 100%; height: 15px;" type="text"/> Avg Value <input style="width: 100%; height: 15px;" type="text"/>			
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<b>4.a</b>	<p><b>Transactions from consumer accounts</b></p>	Number <input style="width: 100%; height: 15px;" type="text"/> Value (\$) <input style="width: 100%; height: 15px;" type="text"/> Avg Value <input style="width: 100%; height: 15px;" type="text"/> % of Total general-purpose prepaid card transactions (Number) <input style="width: 100%; height: 15px;" type="text"/>			
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<b>4.b</b>	<p><b>Transactions from business/government accounts</b></p>	Number <input style="width: 100%; height: 15px;" type="text"/> Value (\$) <input style="width: 100%; height: 15px;" type="text"/> Avg Value <input style="width: 100%; height: 15px;" type="text"/> % of Total general-purpose prepaid card transactions (Number) <input style="width: 100%; height: 15px;" type="text"/>			
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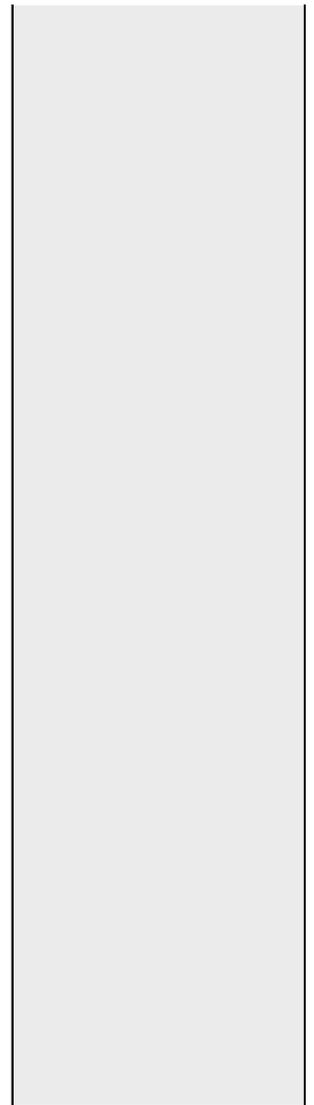
<b>5</b>	<p><b>Total general-purpose prepaid card transactions (repeat item 4) = 5.a + 5.b</b></p> <ul style="list-style-type: none"> <li>• Include: All general-purpose prepaid card transactions over any prepaid card network for which your institution was the issuer. All point-of-sale (POS) or bill pay transactions made by prepaid cards processed over either signature payment card networks or PIN payment card networks (including cash-back at the point of sale)</li> <li>• Do not include: ATM withdrawals, credit card, or debit card transactions</li> </ul>	<p>Number Value (\$) Avg Value % of Total general-purpose prepaid card transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>					
<b>5.a</b>	<p><b>In-person transactions = 5.a.1 + 5.a.2 + 5.a.3 + 5.a.4</b></p> <ul style="list-style-type: none"> <li>• Include: Transactions for which the card user is present, including card-present transactions and mobile transactions at the point of sale. Also include card-not-present transactions for which the card user is present at the point of sale (e.g., key-entered transactions)</li> <li>• Do not include: Remote transactions classified as card-present solely because of the level of authentication</li> </ul>	<p>Number Value (\$) Avg Value % of Total general-purpose prepaid card transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>					
<b>5.a.1</b>	<p><b>Digital Wallet authentication (i.e., NFC, MST, QR code, and barcode transactions)</b></p> <ul style="list-style-type: none"> <li>• Include: Transactions for which an electronic device, such as a smartphone, smart watch, or activity tracker, was "tapped" to pay at the POS terminal (e.g., Apple Pay, Samsung Pay, Android Pay, Chase Pay, Fitbit Pay, Masterpass)</li> </ul>	<p>Number Value (\$) Avg Value % of Total general-purpose prepaid card in-person transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>					
<b>5.a.2</b>	<p><b>EMV chip card authentication (card dipped in POS)</b></p>	<p>Number Value (\$) Avg Value % of Total general-purpose prepaid card in-person transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>					
<b>5.a.3</b>	<p><b>Magnetic stripe authentication (transmitted track data from card)</b></p>	<p>Number Value (\$) Avg Value % of Total general-purpose prepaid card in-person transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>					
<b>5.a.4</b>	<p><b>Other authentication (e.g., key-entered transaction, manual imprint)</b></p>	<p>Number Value (\$) Avg Value % of Total general-purpose prepaid card in-person transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>					
<b>5.b</b>	<p><b>Remote transactions = 5.b.1 + 5.b.2 + 5.b.3</b></p> <ul style="list-style-type: none"> <li>• Include: Transactions for which the card user is NOT physically present, including mail-order transactions, telephone-order transactions, internet transactions, and any remote transactions classified as card-present solely because of the level of authentication</li> </ul>	<p>Number Value (\$) Avg Value % of Total general-purpose prepaid card transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>					
<b>5.b.1</b>	<p><b>Digital Wallet authentication (i.e., in-app or browser transactions)</b></p>	<p>Number Value (\$) Avg Value % of Total general-purpose prepaid card remote transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>					
<b>5.b.2</b>	<p><b>Manually entered online authentication (e.g., e-commerce, recurring sales)</b></p>	<p>Number Value (\$) Avg Value % of Total general-purpose prepaid card remote transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>					
<b>5.b.3</b>	<p><b>Other authentication (e.g., phone order, mail order)</b></p>	<p>Number Value (\$) Avg Value % of Total general-purpose prepaid card remote transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>					



<p><b>6 Total general-purpose prepaid card transactions (repeat item 4) = 6.a + 6.b</b></p> <ul style="list-style-type: none"> <li>• Include: All general-purpose prepaid card transactions over any prepaid card network for which your institution was the issuer. All point-of-sale (POS) or bill pay transactions made by prepaid cards processed over either signature payment card networks or PIN payment card networks (including cash-back at the point of sale)</li> <li>• Do not include: ATM withdrawals, credit card, or debit card transactions</li> </ul>	<p>Number Value (\$) Avg Value</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>						
<p><b>6.a Digital wallet (mobile) transactions</b></p> <p>Please report all general-purpose prepaid card transactions made via a digital wallet (e.g., Apple Pay, Android Pay, Samsung Pay, PayPal Mobile.) This can include purchasing items on-line with a computer or using a smartphone to purchase something at a store or in-app.</p> <ul style="list-style-type: none"> <li>• Include: Digital wallet NFC (near field communication) transactions, MST (magnetic secure transmission) transactions, QR code transactions, barcode transactions, in-app transactions, or browser transactions</li> </ul>	<p>Number Value (\$) Avg Value % of Total general-purpose prepaid card transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>						
<p><b>6.b Non-digital wallet transactions</b></p> <ul style="list-style-type: none"> <li>• Include: All transactions made with a general-purpose prepaid card not via a digital wallet</li> </ul>	<p>Number Value (\$) Avg Value % of Total general-purpose prepaid card transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>						
<p><b>7 Total general-purpose prepaid card cash-back at the point of sale</b></p> <p>Please report only the cash value (\$) portion of the cash-back transaction (e.g., if a customer paid for \$100 in goods at the point of sale using a prepaid card and asked for \$20 in cash back, please report one transaction for Number and \$20 for Value in item 7).</p> <ul style="list-style-type: none"> <li>• Include: Cash-back transactions at the point of sale</li> <li>• Do not include: ATM withdrawals or the amount paid for goods and services</li> </ul>	<p>Number Value (\$) Avg Value % of Total general-purpose prepaid card transactions</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>						
<p><b>8 Third-party fraudulent general-purpose prepaid card transactions = 8.a + 8.b</b></p> <ul style="list-style-type: none"> <li>• Include: Only general-purpose prepaid card transactions (including payroll prepaid card transactions) that were not authorized by your institution's accountholders (third-party fraud) before any recoveries or chargebacks. Please include all third-party fraudulent prepaid card transaction regardless of whether or not the transaction resulted in a loss of funds</li> <li>• Do not include: Fraud prevented by declining a transaction or fraud committed by your institution's accountholders (first-party fraud)</li> </ul>	<p>Number Value (\$) Avg Value General-purpose prepaid transactions fraud rate (Number) General-purpose prepaid transactions fraud rate (Value)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>						
<p><b>8.a In-person transactions = 8.a.1 + 8.a.2 + 8.a.3 + 8.a.4</b></p> <p>Only third-party fraudulent general-purpose prepaid card transactions for which the card user was physically present along with the card at the point of sale, including POS transactions, NFC transactions, MST transactions, manually entered transactions, RFID transactions, QR code transactions, or barcode transactions.</p>	<p>Number Value (\$) Avg Value In-person general-purpose prepaid card transactions fraud rate (Number) In-person general-purpose prepaid card transactions fraud rate (Value)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>						
<p><b>8.a.1 Digital Wallet authentication (i.e., NFC, MST, QR code, and barcode transactions)</b></p> <ul style="list-style-type: none"> <li>• Include: Third-party fraudulent transactions for which an electronic device, such as a smartphone, smart watch, or activity tracker, was "tapped" to pay at the POS terminal (e.g., Apple Pay, Samsung Pay, Android Pay, Chase Pay, Fitbit Pay, Masterpass)</li> </ul>	<p>Number Value (\$) Avg Value Digital Wallet auth general-purpose prepaid card transactions fraud rate (Number) Digital Wallet auth general-purpose prepaid card transactions fraud rate (Value)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>						
<p><b>8.a.2 EMV chip card authentication (card dipped in POS)</b></p>	<p>Number Value (\$) Avg Value EMV (chip card) auth general-purpose prepaid card transactions fraud rate (Number) EMV (chip card) auth general-purpose prepaid card transactions fraud rate (Value)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>						



<a href="#">8.a.3</a>	<b>Magnetic stripe authentication (transmitted track data from card)</b>	Number Value (\$) Avg Value Magnetic stripe auth general-purpose prepaid card transactions fraud rate (Number) Magnetic stripe auth general-purpose prepaid card transactions fraud rate (Value)	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<a href="#">8.a.4</a>	<b>Other authentication (e.g., key-entered transaction, manual imprint)</b>	Number Value (\$) Avg Value Other auth general-purpose prepaid card transactions fraud rate (Number) Other auth general-purpose prepaid card transactions fraud rate (Value)	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<a href="#">8.b</a>	<b>Remote transactions = 8.b.1 + 8.b.2 + 8.b.3</b> Only third-party fraudulent general-purpose prepaid card transactions for which the card user did not physically present the card to authorize the transaction, including mail-order transactions, telephone-order transactions, internet transactions, in-app transactions, or digital-wallet in-app transactions.	Number Value (\$) Avg Value Remote general-purpose prepaid card transactions fraud rate (Number) Remote general-purpose prepaid card transactions fraud rate (Value)	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<a href="#">8.b.1</a>	<b>Digital Wallet authentication (i.e., in-app or browser transactions)</b>	Number Value (\$) Avg Value Digital Wallet remote auth general-purpose prepaid card transactions fraud rate (Number) Digital Wallet remote auth general-purpose prepaid card transactions fraud rate (Value)	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<a href="#">8.b.2</a>	<b>Manually entered online authentication (e.g., e-commerce, recurring sales)</b>	Number Value (\$) Avg Value Manual online auth general-purpose prepaid card transactions fraud rate (Number) Manual online auth general-purpose prepaid card transactions fraud rate (Value)	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
<a href="#">8.b.3</a>	<b>Other authentication (e.g., phone order, mail order)</b>	Number Value (\$) Avg Value Other remote auth general-purpose prepaid card transactions fraud rate (Number) Other remote auth general-purpose prepaid card transactions fraud rate (Value)	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>







ID Unit	1234567
Institution Name	EXAMPLE DH1234567

	Data element measured by survey
	Comment box
	Repeated data element. Prepopulated from an earlier question

Credit	2017 Data	Error Flagged	Comments
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**Instructions**

Please include calendar year 2017 data for all questions below, unless otherwise specified. Please review the list of affiliates included in your response at the bottom of this page. To make changes to the list of affiliates that are included/excluded from your response, please review the Affiliates section. For an affiliate, if you can only report its data for some items but not others, or for a general comment, please explain in the comments box at the end of the page. If there are any errors flagged in column S which you believe are incorrect, please note them in the comments box in column Z.

[Affiliates included in response](#)

**General-Purpose Credit Cards**

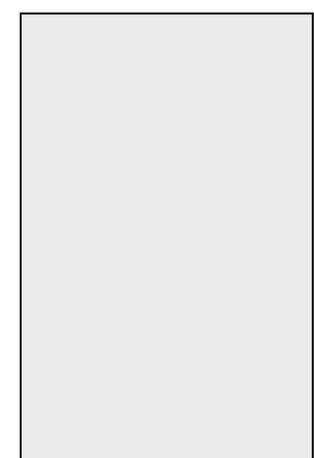
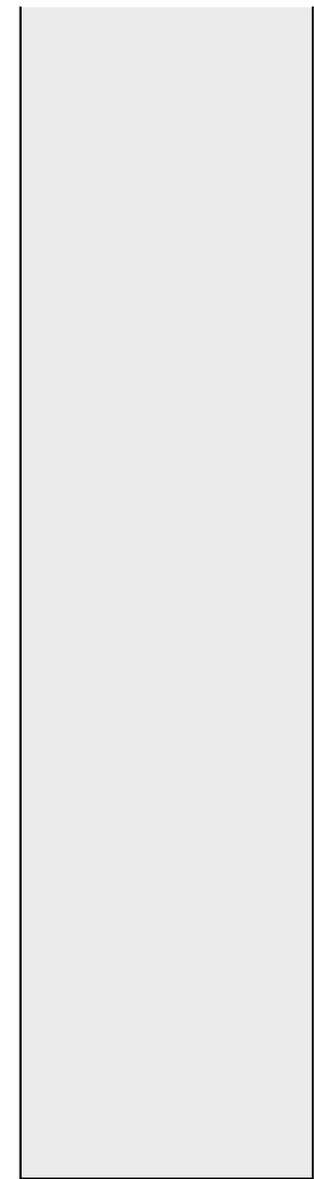
<b>1</b>	<p><b>Did your institution have general-purpose credit cards in circulation in 2017 for which your institution was the issuer?</b></p> <p>General-purpose credit cards, charge cards, and co-branded cards for which your institution owns the receivables and that use any one of the four major credit card networks (i.e., Visa, MasterCard, American Express, and Discover).</p> <p>If your answer is "No," please report "0" for the remainder of the Credit section.</p>	<input style="width: 100%; height: 20px;" type="text"/>		
<b>2</b>	<p><b>Did your institution have co-branded credit cards in circulation in 2017 for which your institution was the issuer?</b></p> <p>If your answer is "Yes," please include both "internal" (closed-loop transactions) and "external" (network transactions) volumes in your answers below.</p> <ul style="list-style-type: none"> <li>• Include: All transactions made with general-purpose credit cards, charge cards, or co-branded cards (both internal and external volume) issued by your institution, including cash advances</li> <li>• Do not include: Credit card non-network transactions (e.g., balance transfers, convenience checks)</li> </ul>	<input style="width: 100%; height: 20px;" type="text"/>		
<b>3</b>	<p><b>Total general-purpose credit card accounts = 3.a + 3.b</b></p> <p>Please report the average of the end-of-month totals for 2017. Please report account totals, not cards (e.g., if a customer and their spouse both have a card under the same account, please report as 1 account).</p> <ul style="list-style-type: none"> <li>• Include: Zero-balance active accounts with a credit line and the ability to transact</li> <li>• Do not include: Closed accounts</li> </ul>	<p>Number</p> <p>Balances (\$)</p> <p>Avg Balance</p>	<input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/>	
<b>3.a</b>	<b>Consumer</b>	<p>Number</p> <p>Balances (\$)</p> <p>Avg Balance</p> <p>% of Total general-purpose credit card accounts (Number)</p>	<input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/>	
<b>3.b</b>	<b>Business/government</b>	<p>Number</p> <p>Balances (\$)</p> <p>Avg Balance</p> <p>% of Total general-purpose credit card accounts (Number)</p>	<input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/>	
<b>4</b>	<p><b>Consumer general-purpose credit card accounts (repeat item 3.a) = 4.a + 4.b</b></p> <p>Please report the average of the end-of-month totals for 2017. Please report account totals, not cards.</p> <ul style="list-style-type: none"> <li>• Include: Zero-balance active accounts with a credit line and the ability to transact</li> <li>• Do not include: Closed accounts</li> </ul>	<p>Number</p> <p>Balances (\$)</p> <p>Avg Balance</p>	<input style="width: 100%; height: 20px; background-color: #000080;" type="text"/> <input style="width: 100%; height: 20px; background-color: #000080;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/>	
<b>4.a</b>	<p><b>With current balances only = 4.a.1 + 4.a.2</b></p> <ul style="list-style-type: none"> <li>• Include: Zero-balance active accounts with a credit line and the ability to transact</li> <li>• Do not include: Closed accounts</li> </ul>	<p>Number</p> <p>Balances (\$)</p> <p>Avg Balance</p> <p>% of Total consumer general-purpose credit card accounts</p>	<input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/>	



<a href="#">4.a.1</a>	<b>Current balance number of accounts with zero balance</b>	Number % of Total consumer general-purpose credit card accounts with current balances (Number)	<input type="text"/> <input type="text"/>	
<a href="#">4.a.2</a>	<b>Current balance number of accounts with non-zero balance</b>	Number % of Total consumer general-purpose credit card accounts with current balances (Number)	<input type="text"/> <input type="text"/>	
<a href="#">4.b</a>	<b>With revolving balances = 4.b.1 + 4.b.2</b>	Number Balances (\$) Avg Balance % of Total consumer general-purpose credit card accounts (Number)	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
<a href="#">4.b.1</a>	<b>Revolving balances on accounts with revolving balances</b>	Balances (\$) % of Total consumer general-purpose credit card accounts with revolving balances (Balance)	<input type="text"/> <input type="text"/>	
<a href="#">4.b.2</a>	<b>Current balances on accounts with revolving balances</b>	Balances (\$) % of Total consumer general-purpose credit card accounts with revolving balances (Balance)	<input type="text"/> <input type="text"/>	
<b>5</b>	<b>Total general-purpose credit card network transactions = 5.a + 5.b</b> <ul style="list-style-type: none"> <li>• Include: All transactions made with general-purpose credit cards, charge cards, or co-branded cards (both internal and external volume) issued by your institution, including cash advances</li> <li>• Do not include: Credit card non-network transactions (e.g., balance transfers, convenience checks)</li> </ul>	Number Value (\$) Avg Value	<input type="text"/> <input type="text"/> <input type="text"/>	
<a href="#">5.a</a>	<b>Transactions from consumer accounts</b>	Number Value (\$) Avg Value % of Total general-purpose credit card network transactions (Number)	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
<a href="#">5.b</a>	<b>Transactions from business/government accounts</b>	Number Value (\$) Avg Value % of Total general-purpose credit card network transactions (Number)	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
<b>6</b>	<b>Total general-purpose credit card network transactions (repeat item 5) = 6.a + 6.b</b> <ul style="list-style-type: none"> <li>• Include: All transactions made with general-purpose credit cards, charge cards, or co-branded cards (both internal and external volume) issued by your institution, including cash advances</li> <li>• Do not include: Credit card non-network transactions (e.g., balance transfers, convenience checks)</li> </ul>	Number Value (\$) Avg Value	<input type="text"/> <input type="text"/> <input type="text"/>	
<a href="#">6.a</a>	<b>In-person transactions = 6.a.1 + 6.a.2 + 6.a.3 + 6.a.4 + 6.a.5</b> <ul style="list-style-type: none"> <li>• Include: Transactions for which the card user is present, including card-present transactions and mobile transactions at the point of sale. Also include card-not-present transactions for which the card user is present at the point of sale (e.g., key-entered transactions)</li> <li>• Do not include: Remote transactions classified as card-present solely because of the level of authentication</li> </ul>	Number Value (\$) Avg Value % of Total general-purpose credit card network transactions (Number)	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	
<a href="#">6.a.1</a>	<b>Digital Wallet authentication (i.e., NFC, MST, QR code, and barcode transactions)</b> <ul style="list-style-type: none"> <li>• Include: Transactions for which an electronic device, such as a smartphone, smart watch, or activity tracker, was "tapped" to pay at the POS terminal (e.g., Apple Pay, Samsung Pay, Android Pay, Chase Pay, Fitbit Pay, Masterpass)</li> </ul>	Number Value (\$) Avg Value % of Total general-purpose credit card in-person transactions (Number)	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	



<a href="#">6.a.2</a>	<p><b>Contactless card authentication (“tap and pay” physical card, fob, or sticker on POS) (e.g., MasterCard Tap &amp; Go®, Visa payWave)</b></p> <ul style="list-style-type: none"> <li>• Include: Transactions for which a physical card, fob, or sticker was “tapped” to pay at the POS terminal</li> </ul>	<p>Number Value (\$) Avg Value % of Total general-purpose credit card in-person transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				
<a href="#">6.a.3</a>	<p><b>EMV chip card authentication (card dipped in POS)</b></p>	<p>Number Value (\$) Avg Value % of Total general-purpose credit card in-person transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				
<a href="#">6.a.4</a>	<p><b>Magnetic stripe authentication (transmitted track data from card)</b></p>	<p>Number Value (\$) Avg Value % of Total general-purpose credit card in-person transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				
<a href="#">6.a.5</a>	<p><b>Other authentication (e.g., key-entered transaction, manual imprint)</b></p>	<p>Number Value (\$) Avg Value % of Total general-purpose credit card in-person transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				
<a href="#">6.b</a>	<p><b>Remote transactions = 6.b.1 + 6.b.2 + 6.b.3</b></p> <ul style="list-style-type: none"> <li>• Include: Transactions for which the card user is NOT physically present, including mail-order transactions, telephone-order transactions, internet transactions, and any remote transactions classified as card-present solely because of the level of authentication</li> </ul>	<p>Number Value (\$) Avg Value % of Total general-purpose credit card network transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				
<a href="#">6.b.1</a>	<p><b>Digital Wallet authentication (i.e., in-app or browser transactions)</b></p>	<p>Number Value (\$) Avg Value % of Total general-purpose credit card remote transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				
<a href="#">6.b.2</a>	<p><b>Manually entered online authentication (e.g., e-commerce, recurring sales)</b></p>	<p>Number Value (\$) Avg Value % of Total general-purpose credit card remote transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				
<a href="#">6.b.3</a>	<p><b>Other authentication (e.g., phone order, mail order)</b></p>	<p>Number Value (\$) Avg Value % of Total general-purpose credit card remote transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				
<a href="#">7</a>	<p><b>Total general-purpose credit card network transactions (repeat item 5) = 7.a + 7.b</b></p> <ul style="list-style-type: none"> <li>• Include: All transactions made with general-purpose credit cards, charge cards, or co-branded cards (both internal and external volume) issued by your institution, including cash advances</li> <li>• Do not include: Credit card non-network transactions (e.g., balance transfers, convenience checks)</li> </ul>	<p>Number Value (\$) Avg Value</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				
<a href="#">7.a</a>	<p><b>Digital wallet (mobile) transactions</b></p> <p>Include all general-purpose credit card transactions made via a digital wallet (e.g., Apple Pay, Android Pay, Samsung Pay, PayPal Mobile). This can include purchasing items on-line with a computer or using a smartphone to purchase something at a store or in-app.</p> <ul style="list-style-type: none"> <li>• Include: Digital wallet NFC (near field communication) transactions, MST (magnetic secure transmission) transactions, QR code transactions, barcode transactions, in-app transactions, or browser transactions</li> </ul>	<p>Number Value (\$) Avg Value % of Total general-purpose credit card network transactions (Number)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>				





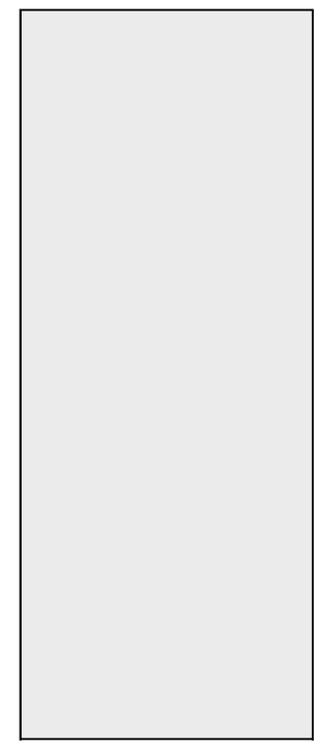
**7.b Non-digital wallet transactions**  
 • Include: All transactions made with a general-purpose credit card not via a digital wallet

Number	
Value (\$)	
Avg Value	
% of Total general-purpose credit card network transactions (Number)	



**8 Total general-purpose credit card network transactions (repeat item 5) = 8.a + 8.b + 8.c + 8.d**  
 • Include: All transactions made with general-purpose credit cards, charge cards, or co-branded cards (both internal and external volume) issued by your institution, including cash advances  
 • Do not include: Credit card non-network transactions (e.g., balance transfers, convenience checks)

Number	
Value (\$)	
Avg Value	



**8.a PIN authentication**  
 • Include: All general-purpose credit card transactions that were processed over a PIN (single-message) payment card network

Number	
Value (\$)	
Avg Value	
% of Total general-purpose credit card transactions (Number)	

**8.b Zip-code authentication**  
 • Include: All general-purpose credit card transactions that were authorized with a zip-code over the payment card network

Number	
Value (\$)	
Avg Value	
% of Total general-purpose credit card transactions (Number)	

**8.c Card Identification Number (CID) authentication**  
 • Include: All general-purpose credit card transactions that were authorized utilizing CVV or CVV2 (Card Verification Value Code), CSC (Card Security Code), CVC or CVC2 (Card Verification Code), or CID (Card Identification Number). These are the 3-digit code or 4-digit code printed in the back or front of the credit card

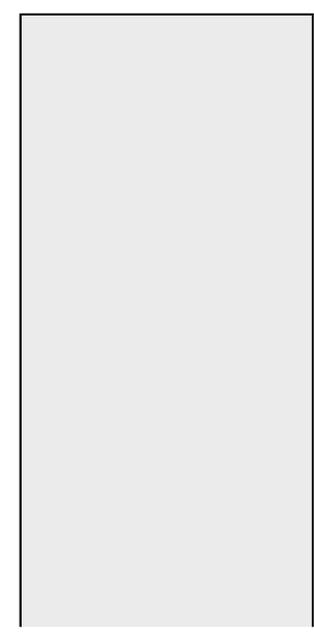
Number	
Value (\$)	
Avg Value	
% of Total general-purpose credit card transactions (Number)	

**8.d Other authentication**  
 • Include: All general-purpose credit card transactions not authorized via PIN, zip-code, or CID

Number	
Value (\$)	
Avg Value	
% of Total general-purpose credit card transactions (Number)	

**9 Third-party fraudulent general-purpose credit card network transactions = 9.a + 9.b**  
 • Include: Only general-purpose credit card transactions that were not authorized by your institution's accountholders (third-party fraud) before any recoveries or chargebacks. Please include all third-party fraudulent credit card transaction regardless of whether or not the transaction resulted in a loss of funds  
 • Do not include: Fraud prevented by declining a transaction or fraud committed by your institution's accountholders (first-party fraud)

Number	
Value (\$)	
Avg Value	
General-purpose credit card network transactions fraud rate (Number)	
General-purpose credit card network transactions fraud rate (Value)	



**9.a In-person transactions = 9.a.1 + 9.a.2 + 9.a.3 + 9.a.4 + 9.a.5**  
 • Include: Only general-purpose credit card transactions that were not authorized by your institution's accountholders (third-party fraud) before any recoveries or chargebacks. Please include all third-party fraudulent credit card transactions regardless of whether or not the transaction resulted in a loss of funds  
 • Do not include: Fraud prevented by declining a transaction or fraud committed by your institution's accountholders (first-party fraud)

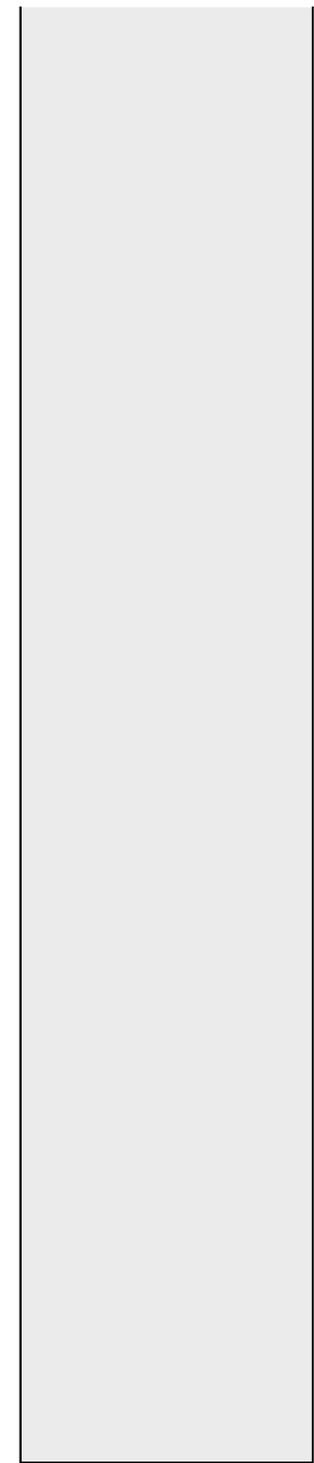
Number	
Value (\$)	
Avg Value	
In-person general-purpose credit card transactions fraud rate (Number)	
In-person general-purpose credit card transactions fraud rate (Value)	

**9.a.1 Digital Wallet authentication (i.e., NFC, MST, QR code, and barcode transactions)**  
 • Include: Third-party fraudulent transactions for which an electronic device, such as a smartphone, smart watch, or activity tracker, was "tapped" to pay at the POS terminal (e.g., Apple Pay, Samsung Pay, Android Pay, Chase Pay, Fitbit Pay, Masterpass)

Number	
Value (\$)	
Avg Value	
Digital Wallet auth general-purpose credit card transactions fraud rate (Number)	
Digital Wallet auth general-purpose credit card transactions fraud rate (Value)	



<a href="#">9.a.2</a>	<p><b>Contactless card authentication (“tap and pay” physical card, fob, or sticker on POS) (e.g., MasterCard Tap &amp; Go®, Visa payWave)</b></p> <ul style="list-style-type: none"> <li>• Include: Third-party fraudulent transactions for which a physical card, fob, or sticker was “tapped” to pay at the POS terminal</li> </ul>	<p>Number Value (\$) Avg Value Contactless card auth general-purpose credit card transactions fraud rate (Number) Contactless card auth general-purpose credit card transactions fraud rate (Value)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>					
<a href="#">9.a.3</a>	<p><b>EMV chip card authentication (card dipped in POS)</b></p>	<p>Number Value (\$) Avg Value EMV (chip card) auth general-purpose credit card transactions fraud rate (Number) EMV (chip card) auth general-purpose credit card transactions fraud rate (Value)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>					
<a href="#">9.a.4</a>	<p><b>Magnetic stripe authentication (transmitted track data from card)</b></p>	<p>Number Value (\$) Avg Value Magnetic stripe auth general-purpose credit card transactions fraud rate (Number) Magnetic stripe auth general-purpose credit card transactions fraud rate (Value)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>					
<a href="#">9.a.5</a>	<p><b>Other authentication (e.g., key-entered transaction, manual imprint)</b></p>	<p>Number Value (\$) Avg Value Other auth general-purpose credit card transactions fraud rate (Number) Other auth general-purpose credit card transactions fraud rate (Value)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>					
<a href="#">9.b</a>	<p><b>Remote transactions = 9.b.1 + 9.b.2 + 9.b.3</b></p> <p>Only third-party fraudulent general-purpose credit card transactions for which the card user did not physically present the card to authorize the transaction, including mail-order transactions, telephone-order transactions, internet transactions, in-app transactions, or digital-wallet in-app transactions.</p>	<p>Number Value (\$) Avg Value Remote general-purpose credit card transactions fraud rate (Number) Remote general-purpose credit card transactions fraud rate (Value)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>					
<a href="#">9.b.1</a>	<p><b>Digital Wallet authentication (i.e., in-app or browser transactions)</b></p>	<p>Number Value (\$) Avg Value Digital Wallet remote auth general-purpose credit card transactions fraud rate (Number) Digital Wallet remote auth general-purpose credit card transactions fraud rate (Value)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>					
<a href="#">9.b.2</a>	<p><b>Manually entered online authentication (e.g., e-commerce, recurring sales)</b></p>	<p>Number Value (\$) Avg Value Manual online auth general-purpose credit card transactions fraud rate (Number) Manual online auth general-purpose credit card transactions fraud rate (Value)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>					
<a href="#">9.b.3</a>	<p><b>Other authentication (e.g., phone order, mail order)</b></p>	<p>Number Value (\$) Avg Value Other remote auth general-purpose credit card transactions fraud rate (Number) Other remote auth general-purpose credit card transactions fraud rate (Value)</p>	<table border="1"> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> <tr><td></td></tr> </table>					





**10 Third-party fraudulent general-purpose credit card network transactions (repeat item 9) = 10.a + 10.b**

- Include: Only general-purpose credit card transactions that were not authorized by your institution's accountholders (third-party fraud) before any recoveries or chargebacks. Please include all third-party fraudulent general-purpose credit card transaction regardless of whether or not the transaction resulted in a loss of funds
- Do not include: Fraud prevented by declining a transaction or fraud committed by your institution's accountholders (first-party fraud)

Number	
Value (\$)	
Avg Value	
General-purpose credit card network transactions fraud rate (Number)	
General-purpose credit card network transactions fraud rate (Value)	

**10.a Digital wallet (mobile) transactions**

Only third-party fraudulent general-purpose credit card transactions made via a digital wallet (e.g., Apple Pay, Android Pay, Samsung Pay, PayPal Mobile). This can include purchasing items online with a computer, using a smartphone to purchase something at a store (NFC, MST, QR code, and barcode transactions), or in-app.

Number	
Value (\$)	
Avg Value	
Digital wallet general-purpose credit card transactions fraud rate (Number)	
Digital wallet general-purpose credit card transactions fraud rate (Value)	

**10.b Non-digital wallet transactions**

Number	
Value (\$)	
Avg Value	
Non-digital wallet general-purpose credit card transactions fraud rate (Number)	
Non-digital wallet general-purpose credit card transactions fraud rate (Value)	

**11 Third-party fraudulent general-purpose credit card network transactions (repeat item 9) = 11.a + 11.b + 11.c + 11.d**

- Include: Only general-purpose credit card transactions that were not authorized by your institution's accountholders (third-party fraud) before any recoveries or chargebacks. Please include all third-party fraudulent general-purpose credit card transaction regardless of whether or not the transaction resulted in a loss of funds
- Do not include: Fraud prevented by declining a transaction or fraud committed by your institution's accountholders (first-party fraud)

Number	
Value (\$)	
Avg Value	
General-purpose credit card network transactions fraud rate (Number)	
General-purpose credit card network transactions fraud rate (Value)	

**11.a PIN authentication**

- Include: Only third-party fraudulent general-purpose credit card transactions that were processed over a PIN (single-message) payment card network

Number	
Value (\$)	
Avg Value	
PIN authentication general-purpose credit card transaction fraud rate (Number)	
PIN authentication general-purpose credit card transaction fraud rate (Value)	

**11.b Zip-code authentication**

- Include: Only third-party fraudulent general-purpose credit card transactions that were processed with a zip-code over the payment card network

Number	
Value (\$)	
Avg Value	
ZIP-code authentication general-purpose credit card transaction fraud rate (Number)	
ZIP-code authentication general-purpose credit card transaction fraud rate (Value)	

**11.c Card Identification Number (CID) authentication**

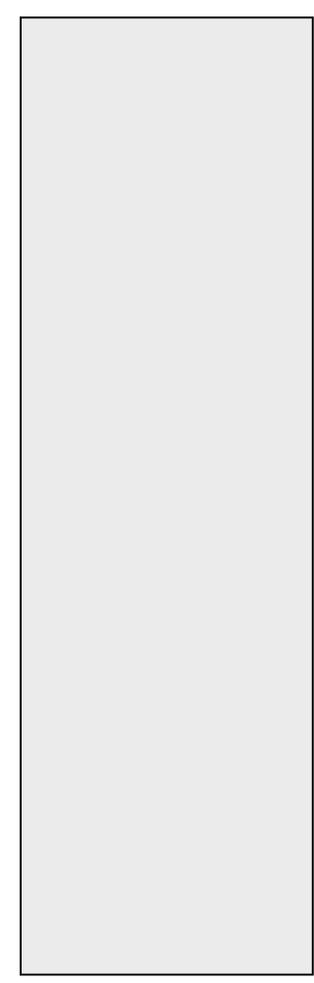
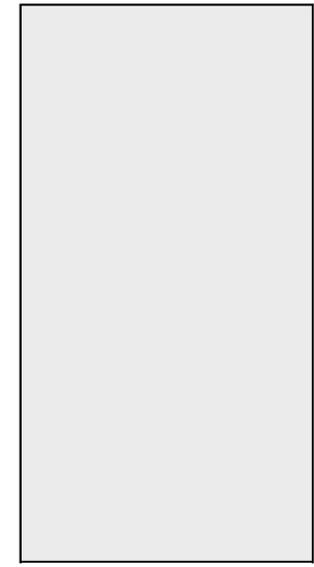
- Include: Only third-party fraudulent general-purpose credit card transactions that were processed utilizing CVV or CVV2 (Card Verification Value Code), CSC (Card Security Code), CVC or CVC2 (Card Verification Code), or CID (Card Identification Number). These are the 3-digit code or 4-digit code printed in the back or front of the credit card

Number	
Value (\$)	
Avg Value	
CID authentication general-purpose credit card transaction fraud rate (Number)	
CID authentication general-purpose credit card transaction fraud rate (Value)	

**11.d Other authentication**

- Include: All other third-party fraudulent general-purpose credit card transactions not authorized via PIN, zip-code, or CID

Number	
Value (\$)	
Avg Value	
Other authentication general-purpose credit card transaction fraud rate (Number)	
Other authentication general-purpose credit card transaction fraud rate (Value)	







ID Unit	1234567
Institution Name	EXAMPLE DH1234567

	Data element measured by survey
	Comment box

Cash	2017 Data	Error Flagged	Comments
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**Instructions**

Please include calendar year 2017 data for all questions below, unless otherwise specified. Please review the list of affiliates included in your response at the bottom of this page. To make changes to the list of affiliates that are included/excluded from your response, please review the Affiliates section. For an affiliate, if you can only report its data for some items but not others, or for a general comment, please explain in the comments box at the end of the page. If there are any errors flagged in column S which you believe are incorrect, please note them in the comments box in column Z.

[Affiliates included in response](#)

**Cash Withdrawals**

1

**Total ATM cash withdrawals (your institution's accountholder, any ATM)**  
= 1.a + 1.b

- Include: Your institution's prepaid, debit, and credit card accountholder's ATM cash withdrawals at any ATM (including cash advances from credit card accountholders)
- Do not include: Over-the-counter cash withdrawals, vault cash withdrawals, withdrawals from remote cash management terminals, or any other types of non-ATM withdrawals

Number  
Value (\$)  
Avg Value


1.a

**On-us ATM withdrawals (your institution's accountholder, your institution's ATM)**

- Include: Your institution's prepaid, debit, and credit card accountholder's ATM cash withdrawals at your institution's ATM (including cash advances from credit card accountholders)

Number  
Value (\$)  
Avg Value  
% of Total ATM cash withdrawals (Number)


1.b

**"Foreign" ATM withdrawals (your institution's accountholder, "foreign" ATM). A "foreign" ATM is any ATM not owned or operated by your institution**

- Include: Your institution's prepaid, debit, and credit card accountholder's ATM cash withdrawals at a "foreign" ATM (including cash advances from credit card accountholders)

Number  
Value (\$)  
Avg Value  
% of Total ATM cash withdrawals (Number)


2

**Third-party fraudulent ATM cash withdrawals (your institution's accountholder, any ATM)**

- Include: All ATM cash withdrawals that were not authorized by your institution's accountholders (third-party fraud)
- Do not include: Fraud committed by your institution's accountholders (first-party fraud)

Number  
Value (\$)  
Avg Value  
ATM cash withdrawals fraud rate (Number)  
ATM cash withdrawals fraud rate (Value)


Comments





ID Unit	1234567
Institution Name	EXAMPLE DH1234567

	Data element measured by survey
	Comment box

Alternative Payments	2017 Data	Error Flagged	Comments
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**Instructions**

Please include calendar year 2017 data for all questions below, unless otherwise specified. Please review the list of affiliates included in your response at the bottom of this page. To make changes to the list of affiliates that are included/excluded from your response, please review the Affiliates section. For an affiliate, if you can only report its data for some items but not others, or for a general comment, please explain in the comments box at the end of the page. If there are any errors flagged in column S which you believe are incorrect, please note them in the comments box in column Z.

[Affiliates included in response](#)

**Alternative Payment Initiation Methods**

<b>1</b>	<p><b>Did your institution offer online or mobile consumer bill payments during calendar year 2017?</b></p> <ul style="list-style-type: none"> <li>• Include: Transactions paid from accounts at your institution and initiated via your institution's website or mobile application</li> <li>• Do not include: Payments made through the biller's website</li> </ul> <p>If your answer is "No," please skip item 1.a and report "0" for item 2 below.</p>	<input style="width: 100%; height: 20px;" type="text"/>	
<b>1.a</b>	<p><b>If your answer is "Yes" to item 1 above, are you able to exclude small business volume from your answers below?</b></p> <p>If your answer is "No," please explain in the comments box to the right and include the small business volume in your response.</p>	<input style="width: 100%; height: 20px;" type="text"/>	

<b>2</b>	<p><b>Total online or mobile bill payment transactions initiated by your institution's consumer accountholders</b></p>	Number Value (\$) Avg Value	<input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/>	
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<b>3</b>	<p><b>Did your institution offer an online or mobile person-to-person (P2P) funds transfer system during calendar year 2017?</b></p> <p>If your answer is "No," please skip item 3.a and report "0" for item 4 below.</p>	<input style="width: 100%; height: 20px;" type="text"/>	
<b>3.a</b>	<p><b>If your answer is "Yes" to item 3 above, are you able to exclude small business volume from your answers below?</b></p> <p>If your answer is "No," please explain in the comments box to the right and include the small business volume in your response.</p>	<input style="width: 100%; height: 20px;" type="text"/>	

<b>4</b>	<p><b>Total online or mobile person-to-person (P2P) transfer originations = 4.a + 4.b</b></p>	Number Value (\$) Avg Value	<input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/>	
<b>4.a</b>	<p><b>Total online or mobile person-to-person (P2P) "on-us" transfer originations</b></p> <ul style="list-style-type: none"> <li>• Include: P2P transfers between two accountholders at your institution</li> </ul>	Number Value (\$) Avg Value	<input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/>	
<b>4.b</b>	<p><b>Total online or mobile person-to-person (P2P) "off-us" transfer originations</b></p> <ul style="list-style-type: none"> <li>• Include: P2P transfers originated by your institution's consumer accountholders for which the receiver is an accountholder at another institution</li> </ul>	Number Value (\$) Avg Value	<input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/> <input style="width: 100%; height: 20px;" type="text"/>	

Comments

